



Cisco Customer Response Applications 3.0 on the Cisco ICS 7750 Documentation Locator

Product Documentation

Cisco Customer Response Solutions 3.0 (CRS) on the Cisco Integrated Communications System (ICS) 7750 is shipped with a minimal set of printed documentation. The printed documentation includes the following publications:

- *Release Notes for Cisco Customer Response Solutions 3.0 on the Cisco ICS 7750*—Provides system requirements and installation notes for the Cisco ICS 7750 platform.
- *Cisco Customer Response Solutions 3.0 on the Cisco ICS 7750 Documentation Locator*—Provides descriptions and locations of the documentation for this product.
- *Software License Information*—Provides information about obtaining the product authorization key (PAK).
- *Software License Agreement*—Provides information about owning and using the software included with this product.

You can access the latest version of these documents at this URL:

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icscra/cra30/index.htm>

Installation Documentation

The following documents must be used for installing this product on the Cisco ICS 7750 system. These documents are available on the World Wide Web:

- *Getting Started with Cisco Customer Response Applications*—Provides information on how to install the components of the Cisco Customer Response Platform on the Cisco ICS 7750.

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/admn_app/get_strt/index.htm



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- *Release Notes for Cisco Customer Response Applications 3.0*—Provides information about the End User License Agreement, information about upgrading from CRA 2.2(x), and descriptions of known problems.

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/admn_app/rel_note/index.htm

- *Cisco Customer Response Applications Administrator Guide*—Provides instructions for configuring and administering Cisco IP Interactive Voice Response (IVR) and Cisco IP Integrated Contact Distribution (ICD) applications using the Application Administration web interface.

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/admn_app/cra_admin.pdf

Documentation for Administrators and Application Developers

The following documentation will help you configure and use your product. You can access each document at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/admn_app/index.htm

- *Cisco Customer Response Applications Administrator Guide*—Provides instructions for using the CRA Administration web interface to administer Cisco IP Interactive Voice Response (IP IVR), Cisco IP Integrated Contact Distribution (IP ICD), and Cisco IP Queue Manager (IP QM).
- *Cisco Customer Response Applications Developer Guide*—Written for application developers who will be creating and modifying scripts using the Cisco CRA Editor, this manual helps you develop a wide variety of interactive scripts using the Cisco CRA Editor.
- *Cisco Customer Response Applications Editor Step Reference Guide*—Helps you use the Cisco CRA Editor to develop Cisco CRA scripts, describes how to use each step in the Cisco CRA Editor, and contains tables that describe the properties of each step customizer window in the CRA Editor.
- *Cisco Customer Response Applications Serviceability Guide*—Explains Cisco CRA serviceability and provides instructions for monitoring, discovering, and troubleshooting the installed components of a Cisco CRA system, its subsystems, and its services.
- *Cisco Customer Response Applications Database Schema*—Describes how data is organized in Cisco CRA databases and provides detailed descriptions of the fields in each database table.
- *Cisco Desktop Administrator User's Guide*—Provides in-depth information about using the Cisco Desktop Administrator software.
- *Installation Guide—Cisco Desktop Product Suite 4.3 (ICD)*—Provides instructions for installing and removing Cisco Desktop Product Suite applications.
- *Service Information—Cisco Desktop Product Suite 4.3 (ICD)*—Provides technical reference and troubleshooting information on Cisco Desktop Product Suite 4.3 (ICD).
- *Setting Up Switched Port Analyzer for Monitoring and Recording IP-ICD Agents on the Cisco ICS 7750*—Provides the set-up and configuration instructions for using the Switched Port Analyzer (SPAN) feature on the Cisco ICS 7750.

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsapps/icscra/cra30/icsspan.htm>

Printed Documentation

You can order printed versions of these documents:

- *Getting Started with Cisco Customer Response Applications* (Order Number DOC-7813033=)
- *Cisco Customer Response Applications Administrator Guide* (Order Number DOC-7813874=)
- *Cisco Customer Response Applications Developer Guide* (Order Number DOC-7813860=)
- *Cisco Customer Response Applications Editor Step Reference Guide* (Order Number DOC-7813859=)

Documentation for Cisco IP Agents

The following documentation provides information for Cisco IP Agents. You can access each document at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/agents/index.htm

- *Cisco Customer Response Applications Agent Desktop Plug-in Tasks*—Describes how to install the CRA Agent Desktop, how to install the Alternative Pronunciations plug-in, and how to access the Cisco CallManager from the CRA Login window.
- *Cisco Agent Desktop User's Guide*—Provides in-depth information for agents using the Cisco Agent Desktop software
- *Cisco IP Phone Agent User's Guide*—Provides in-depth information for IP phone agents using the Cisco IP Phone Agent software
- *Cisco Agent Desktop Quick Reference Guide (Standard Version)*—Quick reference for using the standard version of Cisco Agent Desktop
- *Cisco Agent Desktop Quick Reference Guide (Enhanced Version)*—Quick reference for using the enhanced version of Cisco Agent Desktop
- *Cisco IP Phone Agent Quick Reference Guide*—Quick reference for using the Cisco IP Phone Agent phone service

Documentation for Cisco IP Supervisors

The following documentation provides information for Cisco IP Agents. You can access each document at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/voice/sw_ap_to/apps_3_0/english/super/index.htm

- *Getting Started—Cisco Desktop Product Suite 4.3 (ICD)*—Provides an overview of the Cisco Desktop Product Suite, including a description of system components, a step-by-step description of a typical call, and hints on how Cisco Desktop Product Suite can automate your contact center
- *Cisco Customer Response Applications Historical Reports User Guide*—Describes how to use the CRA Historical Reports system
- *Cisco Customer Response Applications Supervisor Desktop Plug-in Tasks*—Describes how to install the CRA Supervisor Desktop and how to install the CRA Historical Reports client
- *Cisco Supervisor Desktop User's Guide*—Provides in-depth information for supervisors using the Cisco Supervisor Desktop software

- *Cisco Agent Desktop Installation Quick Reference Guide*—Quick reference for installing Cisco Agent Desktop
- *Cisco Supervisor Desktop Quick Reference Guide (Standard Version)*—Quick reference for using the standard version of Cisco Supervisor Desktop
- *Cisco Supervisor Desktop Quick Reference Guide (Enhanced Version)*—Quick reference for using the enhanced version of Cisco Supervisor Desktop

Documentation for Nuance Automated Speech Recognition and Text-to-Speech

If your Cisco CRA purchase includes the optional Nuance Automated Speech Recognition (ASR) or Nuance Text-to-Speech (TTS) components, the installation program installs Nuance documentation on your CRA Server.

To access documentation for Nuance products on the CRA Server, from the root directory use this path to locate the documentation files:

C:\Nuance\v7.0.x\doc\index.html

Related Product Documentation

The following documentation is related to your product. These documents were not shipped with your product, but you can access them by using the URLs listed below and can order printed copies by following the instructions in the following section.

Cisco ICS 7750 Documentation

For information about the Cisco ICS 7750 system, refer to the *Cisco ICS 7750 Documentation Roadmap*. This document provides a high-level overview of the key tasks involved in installing, configuring, and maintaining the ICS 7750. Each task has one or more hyperlink references to the documentation that tell how to complete that task.

<http://www.cisco.com/univercd/cc/td/doc/product/voice/ics/icsmap.htm>

Cisco CallManager Documentation

For a summary of the documentation that is available for Cisco CallManager, Release 3.2, refer to the Cisco CallManager Documentation Guide that is applicable to your release.

http://www.cisco.com/univercd/cc/td/doc/product/voice/c_callmg/3_2/doc_loc/index.htm

Ordering Documentation

The procedure you follow to order documentation is determined by whether you are a registered Cisco.com user or a non registered Cisco.com user.

Registered Cisco.com Users

If you are a registered Cisco.com user (Cisco direct customer), you can order documentation in these ways:

- Order printed copies of Cisco product documentation from the Networking Products MarketPlace at this URL:
http://www.cisco.com/cgi-bin/order/order_root.pl
- Obtain part numbers to order spare documentation from your local account representative or by selecting the documentation product family after choosing a price list at this URL:
<http://www.cisco.com/cgi-bin/front.x/pricing>
- Obtain the Documentation CD-ROM (product number DOC-CONDOCCD=) through the online Subscription Store at this URL:
http://www.cisco.com/cgi-bin/order/order_root.pl

Nonregistered Cisco.com Users

If you are not a registered Cisco.com user, you can order printed copies of Cisco product documentation through a local account representative by calling Cisco Worldwide Sales at 800 553-NETS(6387).

Additional Information

If you ordered printed documentation for your product, it is shipped separately from your product. Additional Cisco documentation for your product is available on a Cisco Documentation CD-ROM or on the World Wide Web.

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. You can sign up to receive the monthly Documentation CD-ROM (product number DOC-CONDOCCD=) at the following URL:

http://www.cisco.com/cgi-bin/order/order_root.pl

World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

To find the Cisco Customer Response Applications documentation, click **Products and Services**, and choose **Contact Center Software**. You can choose **Cisco IP Integrated Contact Distribution** or **Cisco IP Interactive Voice Response**. Click **Instructions and Guides** for a list of documentation.

To find the Cisco ICS 7750 documentation, click **Products and Services**, and choose **Voice Applications Systems**. Choose **Cisco ICS 7700 Series Integrated Communications Systems**. Click **Instructions and Guides** for a list of documentation.

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